

To: AmeriHealth Caritas Louisiana Providers

Date: August 6, 2025

Subject: [Informational Bulletin 25-19](#): Private TPL and Medicare Advantage Plan Update Request Change (Revised August 1, 2025)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Private TPL and Medicare Advantage Plan Update Request Change

Effective **August 1, 2025**, the process for updating Third Party Liability (TPL) for Medicaid members will change to align with **Act 293 of the 2025 regular legislative session**.

Third Party Liability Updates for Managed Care Members

For Medicaid members enrolled in a managed care organization (MCO), providers must contact the member’s specific MCO to add or update TPL information. Contact information for each MCO is provided below.

	For MCO - Specific Questions	
<p>Healthy Blue</p> <p>Email: ccuohi@healthybluela.com (TPL updates)</p> <p>lainterpr@healthybluela.com (escalations/resolutions)</p> <p>Phone: 1-844-521-6942</p>	<p>AmeriHealth Caritas</p> <p>Email: tpl@amerihealthcaritas.com</p> <p>Fax: 1-215-863-5423</p> <p>Phone: 1-888-922-0007</p>	<p>Humana Healthy Horizons</p> <p>Email: MedicaidTPLCOB@humana.com</p> <p>Fax: 1-502-508-6196</p> <p>Phone: 1-800-448-3810</p>
<p>Louisiana Healthcare Connections</p> <p>Email: LHCC_MemberAdvocate@CENTE</p>	<p>Aetna Better Health</p> <p>Email: SO-PIABMedicaidCOBIntegrity@aetna.co</p>	<p>UnitedHealthcare Community Plan</p> <p>Online: Submit claim reconsideration at</p>

<p>NE.COM – general TPL update requests</p> <p>Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)</p>	<p>m</p> <p>Fax: 1-844-479-2590</p> <p>Phone: 1-855-242-0802</p>	<p>www.uhcprovider.com, attaching documentation from other insurance carrier.*</p> <p>Email: Submit completed LDH Recipient Insurance Update.pdf form to UHC_LA_TPL_Assist@uhc.com.</p> <p>Phone: 1-866-675-1607</p> <p>Urgent Requests (member waiting at pharmacy): Email PI_COB_research@uhc.com</p> <p>*Learning course for UHC online reconsiderations: Claims - How To Submit Electronic Reconsideration Requests and Appeal/Disputes</p>
--	---	--

Third Party Liability Updates for Fee-for-Service Beneficiaries

For beneficiaries receiving fee-for-service Medicaid, please contact **HMS** to add or update TPL records.

HMS Contact Information:

- **Fax:** (877) 204-1325
- **Email:** latpr@gainwelltechnologies.com
- **Urgent TPL Requests for Fee For Service:** latprescalations@gainwelltechnologies.com
- **Phone:** (877) 204-1324
- **Hours:** Monday through Friday, 8 a.m. – 5 p.m. (excluding Louisiana state holidays)

Traditional Medicare Updates and TPL Escalations

All TPL update requests for traditional Medicare should be submitted to the **Louisiana Department of Health (LDH) TPL Unit** via email, fax or phone. Escalation requests may also be sent to this unit in the following situations:

- More than **5 business days** have passed since the initial request, and the change is not reflected in the Medicaid Eligibility Verification System (MEVS).
- Urgent pharmacy requests that have not been resolved in 4 business hours.
- Emergency updates needed to ensure immediate medical care access.

LDH TPL Unit Contact Information

- **Email:** tpl.inquiries@la.gov
- **Fax:** (225) 389-2709
- **Phone:** (225) 342-4510

- **Hours:** Monday through Friday, 8 a.m. – 4:30 p.m. (excluding Louisiana state holidays)

Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests

Urgent TPL requests should be submitted as follows:

- **Managed care members:** Contact the member's MCO.
- **Fee-for-service beneficiaries (Legacy Medicaid):** Contact HMS using the information above.

Urgent TPL requests are defined as the inability of a member to have a prescription filled or the inability of a member to access immediate care because of incorrect third-party insurance coverage.

Private TPL and Medicare Advantage Plan Update Request Change Forms can be found here: [Recipient Insurance Update.pdf](#).

The Traditional Medicare Update Form can be found here: [TraditionalMedicare.pdf](#).

Please send any questions regarding TPL to tpl.inquiries@la.gov.

For additional details, please review [Informational Bulletin 25-19 \(Revised 8.1.25\)](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached between 7:00 am and 7:00 pm daily.

Missed an Informational Bulletin?

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Informational Bulletins](#).

Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.